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ABSTRACT

The E-Mail (electronic mail) and BBS (electronic bulletin board systems) Course at Thomas Nelson Community College, in Hampton, Virginia is designed to provide an introduction to e-mail and BBS systems, as well as information on the installation, operation, and administration of such systems. This document describes the class and provides instructional materials and exercises used in the class. An introductory narrative indicates that the course is a 2-credit semester hour class and utilizes a local area network (LAN), 23 computers, 2 telephone lines and 3 modems. A course of study is then presented, providing a course description and information on prerequisites, objectives, goals, and lecture methods. Finally, the following instructional materials are presented: (1) a course syllabus, including meeting times, required student materials, an outline of class assignments, the grading scale, and attendance policies; (2) a grade sheet, given to each student to keep them aware of their progress in the course; (3) overhead slides used on the first day of class to introduce the topic; (4) a set of six classroom activities, including installing an E-Mail program, working with E-Mail on a LAN, simulating an office environment, gaining access and registering on a local BBS, gaining access to CompuServe (a commercial BBS), and establishing a BBS; (5) three laboratory activities, including using an E-Mail system, gaining access to the campus BBS, and installing a modem; and (6) examination materials. (MAB)

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ED 365 374

A COLLEGE COURSE ON E-MAIL AND BBS

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JC 940 046

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A College Course on E-Mail and BBS
Author: Norman P. Hahn

The attachments are the documentation required and used for the E-Mail and BBS class. This class was developed from an idea that was included in a Career Studies certificate for Business Telecommunications at Thomas Nelson Community College (TNCC) in Hampton, Virginia 23670.

What helped me put this certificate together, which included this class, is my past experience in industry. My background includes computer operation, programming, system analyst, consultant, trainer, and a Branch Support Manager with Wang Laboratories, Inc. My combined federal government and commercial experience of twenty-plus years outside the college environment has proved to be an excellent asset. I additionally taught for twelve years as adjunct for several colleges, ten of these years were at TNCC.

One of the most popular applications used on a Local Area Network (LAN) is electronic mail. E-Mail and BBS was created as an application class that the students needed. It has become very popular amongst the students and faculty and staff at TNCC. This course was submitted to the Virginia Community College System for inclusion in the statewide program. It was approved and given the course number CIS 137. CIS 137 - E-Mail and BBS is a 2-semester credit course. The course description follows:

> CIS 137 E-Mail and Bulletin Board Systems (2 credits). Provides an introduction to Electronic Mail (E-Mail) and Bulletin Board Systems (BBS) as used in the office environment. Teaches the need for and uses of E-Mail. Explores the different types and categories of E-Mail. Discusses BBS and their impact on the business organization. Topics include downloading and uploading files, electronic messaging, and teleconferencing. Teaches the installation, operation, and administration of E-Mail and BBS facilities. Lecture 2 hours per week.

Because it is a 2-credit semester hour course it is taught in 8 weeks with class meetings as one 4-hour meeting or two 2-hour meetings per week. The class requires a LAN with an E-Mail program accessbile to the students. TNCC has Novell NetWare running in a classroom with Da Vinci eMail as the application program. The classroom has 23 computers for students to use, plus one for the instructor or for backup. The classroom also has been wired with two telephone lines for the BBS portion of the class. Three modems are available for students to use in the classroom however, each student will need access to a modem outside the classroom. For the students who don't have access to a modem, one is available in my office during my office hours.

The following materials are included with this submission for your use should you adopt this course:

Course of Study
Syllabus
Grade Sheet
Overhead Slides for E-Mail
Project #1 -- E-Mail
Project #2 -- E-Mail
Lab assignment #1
Project #3 -- E-Mail
Exam for E-Mail
Lab assignment #2
Project #4 -- BBS
Lab assignment #3
Project #5 -- BBS
Exam for BBS
Project #6 -- BBS
Final Exam

An explanation of these items follows. Complete details of each are included as attachments.

The Course of Study contains:

Course description, number of credits
Prerequisites
Course objectives
Course goals
Methods of lecture and grading
Attendance policies

The Syllabus contains:

A mini-version of the course of study
Meeting times, dates, and room number
Student materials required for the course
Outline of class assignments and projects
Instructor name, telephone number, office hours
Grading scale
Attendance policy in relation to missed classes
NOTE: The dates have been assigned for an actual class.

Grade Sheet:

The Grade Sheet given to each student to be placed in their required folder as the first page (see the detailed Syllabus for Materials). To provide easy identity it is printed on colored paper and pre-punched with three holes. It is used as a tool to keep the student abreast of their progress throughout the course. It is arranged by reading assignments with lab assignments and projects included at the bottom. Additional labs and projects can be added to

what I have identified here so there are extras noted on the grade sheet for that purpose. The folders are collected periodically, generally the day of an exam in order to post the exam grade and the respective grade-to-date, which is a letter grade.

The Overhead Slides:

These are a creation that I use only for the introduction to E-Mail on the first day of class. They set the tone for the E-Mail portion and I use them to humor the students a bit with the initial slide on the Evolution of Communications.

Project #1 -- E-Mail:

This project consists of installing a demonstration version of cc:Mail. The students use the program and a set of instructions as a hands-on project to get the idea of what an E-Mail program is and how it performs.

Project #2 -- E-Mail (optional):

This project consists of the instructor installing a demonstration version of Easy Mail on a network. The students use the program and a set of instructions as a hands-on project to preview a LAN based E-Mail program. If it is not possible to load this on a network, skip this project.

Lab assignment #1:

This assignment is a hands-on one in which you need access to a classroom with an E-Mail program. Our classroom has Novell NetWare with Da Vinci eMail. The students get to practice using this program after a demonstration is given by the instructor. PLEASE NOTE: this is where you will loose control of the students since they now know how to launch e-mail and use it. Be aware! This is a prerequisite for the next project. The classroom has four rows of six computers each. The rows are identified as A-D. Each computer is numbered from the front of the room to the rear from 1-6. Every student has RM134 (room 134) as the first five characters of their login id. Each student login id is unique using the row and seat as the last two characters of the login id. For example, the student in the first seat of the first row is RM134A1, the student in the fourth seat of the third row is RM134C4, etc.

Project #3 -- E-Mail:

This project divides the class into a simulated business environment. Each student has a position in the company. Either they volunteer or are voted upon to fill the positions of President/CEO, Vice-President, Board of Directors, Treasurer, Department Head for Sales, Service, Laborers, Personnel, plus workers for each department. Depending upon the class size, these can be assigned as needed. Each student receives a placard with their respective job title on it and a card with their unique login id (see preceeding paragraph). These cards, printed on both sides, are placed on top of their monitor for viewing by all students in the classroom. The project consists of each person creating and responding to mail according to their respective job. They have fun during this exercise, however you need to keep control or they will loose time and not complete the project. Their final message is to send the instructor a recap of their activity and how they liked the project. The number of people who participate in this exercise, of course, depends upon the class size. Eliminate those that don't apply in order to keep some continuity.

Exam for E-Mail:

This is one of three exams given for this 2-credit course. It covers only the reading assignments on E-Mail and whatever projects and labs accomplished to-date.

Lab assignment #2:

This is an in-class assignment in which the students login to the local college BBS. It is accomplished in the classroom because the room has two telephone lines installed. The students use the instructor's computer for this exercise. They take turns during the class session.

Project #4 -- BBS

The students are required to login to and register on a local BBS. Once they are registered they are to send a message to the instructor. Once the instructor receives the message a reply is sent to the student confirming the receipt of the message. They are encouraged to use this for communication at any time. I do let the SYSOP of the BBS know if a student does not desire to remain on the BBS after the end of the class. This helps the SYSOP keep the BBS clean. I also have one of the co-SYSOPs give a presentation in the BBS portion of the class. He brings good information to the students about setting up, maintaining, and using a BBS.

Lab assignment #3:

This is an in-class assignment in which the students install a modem, whether internal or external is up to the instructor. The students then learn how to install and use the software supplied with the textbook. Time permitting, they may attach to a telephone line and use this software to dial into a specific BBS.

Project #5 -- BBS:

This project requires the student to login to CompuServe. They are given the demo login id and password for this exercise. They must follow the demo by answering questions provided by the instructor. This project is to be accomplished outside of class.

Exam for BBS:

This is dedicated to the BBS portion of the class. This exam will cover all the chapters of the textbook with the exception of chapters 3, 10, and 12. Projects number 4 and 5 and the lab assignments are also included on this exam.

Project #6 -- BBS:

This is the final project of the class. The students are placed into groups of three or four. As a group they are to install a modem and the Major BBS software. They have instructions to customize the bulletin board after they demonstrate that they are successful with logging into their installed BBS. Their BBS is attached to one telephone line in the classroom while another computer is plugged into the other telephone line for them to log into their BBS.

Final Exam:

This is the last exam of the course. It covers chapters 10 and 12 of the textbook plus project number 6. The students are encouraged to take the exam via the local BBS that they were required to join in project number 4. If they do not have access to a modem, they can attend class for this exam which will be accomplished using the E-Mail program in the classroom. Those that take the exam via the BBS will have access to the exam several days prior to the scheduled classroom exam. This is provided in order to not occupy the BBS for an extended period of time. They can login to the BBS, print the exam, logout of the BBS, prepare their answers and then reply via the BBS. The exams are different in order to preserve integrity however they are both open book.

This ends the brief explanation of the material used for the E-mail and BBS class. CIS 137 is a pleasure to teach as you can see there is both hands-on and lecture. The material covered is sufficient enough to give the student knowledge of the subject for business use. I am open to any comments. I can be reached on America Online as NORMHAHN@aol.com or Thomas Nelson Community College, P.O. Box 9407, Hampton, Virginia, 23670.

CIS 137 -- E-MAIL AND BULLETIN BOARD SYSTEMS (E-Mail & BBS)
COURSE OF STUDY

Course: CIS 137, **E-MAIL AND BULLETIN BOARD SYSTEMS (E-Mail & BBS)** (2 contact, 2 credits)

Required Texts: Using Computer Bulletin Boards, John Hedtke, 2nd Edition 1992, MIS Press. An article from PC Magazine will be used for E-Mail. Permission to copy this article was received by TNCC. A copy is on file with the instructor.

Prerequisite: CIS 150 -- Introduction to Microcomputer Software or a working knowledge of MS-DOS and a PC.

Course Description: Provides an introduction to Electronic Mail (E-Mail) and Bulletin Board Systems (BBS) as used in the office environment. Teaches the need for and uses of E-Mail. Explores the different types and categories of E-Mail. Discusses BBS and their impact on the business organization. Topics include downloading and uploading files, electronic messaging, and teleconferencing. Teaches the installation, operation, and administration of E-Mail and BBS facilities. Lecture 2 hours per week.

Course Goals: The following list is not ranked in order of priority:

1. Discuss the business needs for EMAIL and BBS.
2. Learn terminology applicable to EMAIL and BBS.
3. Identify the components of an EMAIL and BBS.
4. Use and identify EMAIL.
5. Discuss the need for and select a necessary modem.
6. Install and operate a BBS.

Units of Instruction: The course content and objective will include but may not be limited to the following topics:

1. Identify the purpose of a computer Bulletin Board.
2. Familiarization with uses of Bulletin Board Systems.
   a. Reading and entering messages.
   b. Transferring files - downloading and uploading.
   c. Logging on and logging off a BBS.
3. Explain the protocols and their purposes.
4. Distinguish between different types of BBS.
   a. Linear BBS.
   b. Room BBS.
   c. Commercial BBS.
   d. Private BBS.
5. Differentiate between available online information services.
6. Install and use a BBS as a user and SYSOP.
7. Identify business uses for BBS.
8. Explain the need for E-Mail.
9. Compare between available E-Mail programs.

Instructional Methods: The course will be taught in a computer lab environment by lecture employing a discussion approach and supplemented by the use of transparencies. Computer hands-on exercises and demonstrations of commercial software will be additionally employed.

Evaluation: The instructor may determine the student's grade for the course using such areas as: written tests and or machine applications tests, homework, participation, attendance, and other tasks as the instructor deems necessary for the learning of the material presented in this course. The CIS/OFT Department grading scale is 90-100 = A; 80 - 89 = B; 70 - 79 = C; 60 - 69 = D; 0 - 59 = F.

Attendance Policy: The Business Division policy requires a student to attend class on a regular basis. Absences in excess of 20% of the normal class time may cause the student to be administratively dropped from the course: a student may be dropped up until the last day of class. (To calculate the maximum absences for a class, multiply 3 times the number of times the class meets weekly.) If a student reaches the 20% maximum before the end of the drop-without-penalty date, the student will be dropped and the final grade will be a "W." If the maximum is reached after the end of the drop-without-penalty date, the final grade is "F."

IT IS THE STUDENT'S RESPONSIBILITY TO PROCESS THE NECESSARY PAPERWORK TO WITHDRAW FROM A CLASS. DO NOT ASSUME THAT THE INSTRUCTOR WILL PROCESS A DROP FORM.

Other: As of Summer 1990, enrollment in a course is limited to two times. If a student needs to enroll for a third and final time, he/she must submit a written petition to the dean of instruction (or designee) for approval.

THOMAS NELSON COMMUNITY COLLEGE
Course Syllabus -- CIS 137-55
E-MAIL and BBS
Spring 1994
F 5:30-9:30pm - Room 134

COURSE DESCRIPTION: Provides an introduction to Electronic Mail (E-Mail) and Bulletin Board Systems (BBS) as used in the office environment. Teaches the need for and uses of E-Mail. Explores the different types and categories of E-Mail. Discusses BBS and their impact on the business organization. Topics include downloading and uploading files, electronic messaging, and teleconferencing. Teaches the installation, operation, and administration of E-Mail and BBS facilities. Lecture 2 hours per week.

TEXTBOOK: Using Computer Bulletin Boards, John Hedtke, 2nd Edition 1992, MIS Press. Also, an article from PC Magazine will be provided for E-Mail. Permission to copy this article was received by TNCC. A copy is on file with the instructor.

MATERIALS: 3-prong paper folder, 3.5" DSHD (1). Access to a modem is essential.

COURSE GOALS:

1. Discuss the business needs for EMAIL and BBS.
2. Learn terminology applicable to EMAIL and BBS.
3. Identify the components of an EMAIL and BBS.
4. Use and identify EMAIL.
5. Discuss the need for and select a necessary modem.
6. Install and operate a BBS.

COURSE REQUIREMENTS: CIS 150 - Introduction to Microcomputer Software or a working knowledge of MS-DOS and a PC.

METHOD OF INSTRUCTION: The course will be taught in a computer lab environment by lecture employing a discussion approach and supplemented by the use of transparencies. Computer hands-on exercises and demonstrations of commercial software will be additionally employed.

ATTENDANCE POLICY: The Business Division policy requires a student to attend class on a regular basis. Absences in excess of 20% of the normal class time may cause the student to be administratively dropped from the course: a student may be dropped up until the last day of class. 2 misses for this class represents the maximum or 20%. If a student reaches the 20% maximum before the end of the drop-without-penalty date, the student will be dropped and the final grade will be a "W." If the maximum is reached after the end of the drop-without-penalty date, the final grade is "F."

LATE WORK/MAKE-UP POLICY: Tutorials are due the beginning of the next class meeting. No exceptions! There are no points for late assignments. Any projects turned in after the due date will be reduced one letter grade for each class meeting late. **Other** assignments may be assigned on a random basis. No makeup for quizzes or exams.

GRADING/EVALUATION POLICY:

A - 90-100	Final Grade:
B - 80-89	Exams = 100 each.
C - 70-79	Projects = 20 each.
D - 60-69	Other = 10 each.
F - 0-59	

INSTRUCTOR'S DATA:

Instructor: Norman "Mr Norm" Hahn, Room 118
804/825-3672 (O), 804/825-3552 (F), NORMHAHN@AOL.COM (America Online)

Office hours:

MWF =	9:00-11:00am; 12:00-1:00pm
W =	3:00-4:00pm
F =	4:00-5:30pm
S =	12:00-1:00pm

In the best interest of your learning process, it would behoove you to attend regularly, participate in the class lecture and have all assignments done prior to class meetings. Reading the assignments prior to class discussion is essential! It is my job to teach and your job to learn. It is assumed that all program assignments will be written by the individual student only. See pages 37-38 in the TNCC College Catalog and Student Handbook 1993-94.

TELLING is NOT TEACHING and LISTENING is NOT LEARNING - Findley B. Edge

Notice: "As of Summer 1990, enrollment in a course is limited to two times. If a student needs to enroll for a third and final time, he or she must submit a written petition to the dean of instruction (or her designee) for approval."

COURSE SCHEDULE:

DATE	ASSIGNMENT
3/18	Introductions, Administrative details. **Project #1.** Install and run cc:MAIL demo. Demo of Da Vinci eMAIL system. **Lab assignment #1.** Practice with Da Vinci eMail.
3/21	Last day to add a new class/process a section change.
3/24	Last day to withdraw for a refund.
3/25	Discuss article from PC Magazine. Discuss Chapter 3. **Project #2.** Run Easy Mail demo. **Project #3.** Use Da Vinci eMail as a business.
4/01	**Exam #1 (E-MAIL)** Demo a BBS -- local and commercial. Discuss Appendix E and Chapters 1-2.
4/08	**Lab assignment #2.** Install internal/external modem. Install and use textbook software. **Lab assignment #3.** Practice login on TNCC BBS. Discuss Chapters 11, 4.
4/14	Last day to withdraw with a grade of 'W.'
4/15	Presentation by a BBS SYSOP Discuss Chapters 5-9. **Project #4.** Log on to a local BBS. **Project #5.** Log on to CompuServe.
4/22	**Exam #2** (Chapters 1-9, 11, Projects 4-5). Discuss Chapters 10 & 12.
4/29	**Project #6.** Install a BBS and test your BBS.
5/06	**Final Exam** (Chapters 10, 12 and Project 6).

THOMAS NELSON COMMUNITY COLLEGE
Grade Report - CIS 137-55
E-Mail and BBS
Spring 1994
F 5:30-9:30pm - Room 134

STUDENT NAME: _____

ASSIGNMENT	POINTS AVL	POINTS RCVD	GRADE-TO-DATE
Read Asgn 1:	10		
Read Asgn 2:	10		
Chapter 3:	10		
Exam 1	100		
Chapter 1:	10		
Chapter 2:	10		
Chapter 4:	10		
Chapter 5:	10		
Exam 2	100		
Chapter 6:	10		
Chapter 7:	10		
Chapter 8:	10		
Chapter 9:	10		
Chapter 10:	10		
Chapter 11:	10		
Chapter 12:	10		
Exam 3	100		
Final Exam:	100		

Lab 1: ____ Lab 2: ____ Lab 3: ____ Lab 4: ____
(20 each) **Lab Total:** ____

Project 1: ____ Project 2: ____ Project 3: ____
Project 4: ____ Project 5: ____ Project 6: ____
(20 each) **Project Total:** ____

Final Grade: _____

COMMUNICATIONS - Man's way of expression

CAVE ERA - Rocks

MEDIEVAL ERA - Parchment

EARLY AMERICA - Smoke & Fire

WESTERN ERA - Pony

MODERN ERA - Post Office

AUGMENT ERA - Telephone

HI-TECH ERA - Computer

E-MAIL ENVIRONMENTS

MAINFRAMES/MINICOMPUTERS - Multi-user

WIDE AREA NETWORK (WAN) - Gateways

PC - Stand-alone

LOCAL AREA NETWORK (LAN) - Multi-user

LAN-WAN/LAN-LAN - Interconnectivity

EXAMPLES FOR MAINFRAMES/MINICOMPUTERS

WANG OFFICE

IBM PROFS

DEC ALL-in-1

E-MAIL ACCESS

PC - MODEM (REMOTE ACCESS)

PC - WIRES (LOCAL)

SERVER - (PROGRAM & DIRECTORY)

E-MAIL FEATURES

CREATE MESSAGES -- RECEIVE MESSAGES
PRINT -- DELETE
REPLY -- FORWARD
COURTESY COPY -- BLIND COPY
MULTIPLE RECIPIENTS
ATTACH FILES

E-MAIL FEATURES
(continued)

PRIORITY MAILING

ENCRYPTION

CONFIDENTIAL

USER FRIENDLY - MENU SYSTEMS

AUTOMATIC NOTICE

E-MAIL EXAMPLES

cc:MAIL

Da Vinci eMail

Comparisons

X.xx STANDARDS

X.12 - Recommendation from the CCITT. Used to define the interchange of electronic documents between unlike systems.

X.25 - A common reference point by which a wide variety of specialized terminal equipment from many vendors can be made to work together over a type of data communications network called a packet switched network. (Data is sent in blocks)

X.xx STANDARDS (continued)

X.400 - A newer series of OSI (Open Systems Interconnection) model standards for the transmission of electronic text and graphic mail between unlike computers, terminals and computer networks. There are many X.400 standards. It sets up how they are transmitted. They are a subset of the X.25 standards.

X.500 - Another standard under the OSI model. This addresses the issue of security by defining the directory service. This standard has provided E-Mail vendors to adopt a common method

for identifying users for interfacing between different E-Mail programs.

THOMAS NELSON COMMUNITY COLLEGE
CIS 137 -- E-Mail and BBS
Project #1 - Install and demo cc:Mail program

NAME: _____ Disk Number: _____

Write the number of your supplied cc:Mail demonstration diskette in the space above.

1) Install the cc:Mail demo diskette onto the hard drive.

   a) Select Command Prompt
   b) Type **C:**, press Enter
   c) Insert the demo diskette into the 3.5" drive
   d) Type **a:install c:**, press Enter

2) Follow the directions on the screen - (Read The Screen (**RTS**)). Write the keys available for your use during the demonstration below. They will assist you with navigating through the presentation of cc:Mail.

3) Answer the following questions based upon your walk-thru of the demo:

   a) Who developed cc:Mail? _____

   b) Is it user friendly? _____

   c) List 8 features that you feel make it a good Electronic Mail program:

      [1]

      [2]

      [3]

      [4]

      [5]

      [6]

      [7]

      [8]

THERE IS MORE ON THE BACK, TURN OVER AND CONTINUE!

d) Does cc:Mail provide the capability to send blind copy mail? _____

e) Can folders be used to organize your mail? _____

f) Does the user have the ability to assign passwords? _____

g) Are there any restrictions (limitations) for using cc:Mail in the office environment? _____

If yes, what? _____

h) Can a mouse be used with cc:Mail? _____

i) Can the mail user customize their own screen? _____

j) How does a user know when new mail has arrived?

_____

k) Can the mail user forward a piece of mail to another user? _____

4) What did you like best about the cc:Mail program?

5) Exit the demo

6) Erase the software from the hard drive:

a) Type **c:\ccdemo**, press Enter
b) Type **del *.*** respond with y for the message, press Enter
c) Type **del \ccdata**, press Enter
d) Type **rd \ccdata**, press Enter
e) Type **c:**, press Enter
f) Type **rd \ccdemo**, press Enter

7) Power off the monitor and the system unit

8) Place the plastic cover over the keyboard, if applicable

9) Turn in this paper with your folder

10) Enjoy the rest of the day and until our next meeting!

11) Don't forget to read your next assignment!

THOMAS NELSON COMMUNITY COLLEGE
CIS 137 -- EMail and BBS
Project #2 - Practice using Easy Mail

Not available for ERIC at the present time.

THOMAS NELSON COMMUNITY COLLEGE
CIS 137 -- E-Mail and BBS
Lab assignment #1 - Practice with E-Mail online

NAME: _____ LOGIN ID: _____

Write your login id in the space above. Remember that each login begins with RM134. The next character is the row letter followed by the seat number in that row. For example, row B seat 3 has the login id of RM134B3.

NOTE: Write the quick-keys (or menu keys) that your instructor mentioned to assist with using the E-Mail program.

Reply _____ Delete _____ Address Mail _____

Print _____ Forward _____ Move to top _____

1) Login to the network.

2) Select E-Mail from the menu.

3) Send a message to the student on your left. If you are at the end of a row, send a message to the student at the other end in your row.

4) Send a reply to this message.

5) Send a message to another student of your choice. Ask that student to forward the message received to yet another student in the class.

6) Send a message to two students at the same time. Include a copy to yourself.

7) Print one of your messages (if you have access to a printer).

8) Delete all the mail in your mailbox.

9) Send a message to your instructor stating your name, login id, and a comment about this e-mail program.

10) Exit from the E-Mail program.

11) Logout from the network.

12) Hand this paper to your instructor.

13) You may leave at this time. Have a enjoyable day!

THOMAS NELSON COMMUNITY COLLEGE
CIS 137 -- E-Mail and BBS
Project #3 - Using E-Mail in the Office

Purpose: Learn how to send, receive, reply to and print mail using the Da Vinci eMail program on the Novell network system. The class will be setup in a corporate environment with everyone being assigned a position within the corporation. Record below the login id for each job title. This is the identification you will need to use to send mail.

Corporate Assignments:

PRESIDENT/CEO: _____ VICE-PRESIDENT: _____
BOARD OF DIR: _____ _____ _____ _____
TREASURER: _____
Personnel Dept.:_____(H) _____ _____ _____
Sales Dept.: _____(H) _____ _____ _____
Service Dept.: _____(H) _____ _____ _____
Laborers: _____(H) _____ _____ _____

The following letters will be used for your particular mail:
LEGEND: s = to whom sent; r = reply; f = forward;
b = blind copy; c = courtesy copy.

Reply to **only** mail that request one. If your mail was received as a blind copy or courtesy copy, you are **NOT** to reply.

Send your first message then take time to respond to mail received prior to sending your second message. Reply to new mail prior to sending your third message.

Keep a count of your mail activity and then send the following results to your instructor. **Identify yourself and your position** because your student login id will not be sufficient.

1) How many original messages received? _____
How many forwarded? _____
How many replied to?_____

2) Leave me a message about your feedback on this exercise.

3) Delete all mail prior to exiting the E-Mail.

4) Logout of the network and turn-off your PC's, **except RM134C6.**

PRESIDENT/CEO

Create a short memo to inform all department heads that a pay increase will be forthcoming effective August 1, 19xx for 6%.

s Department Heads

Create a short memo informing the Board of Dir. that the next meeting will be July 15, 19xx at 1900 hours in the regular meeting room. **Ask for a reply.** Forward all the replies to the Vice-President.

s Board of Directors & Treasurer
c Vice-President
f Vice-President

Generate individual memos to two Sales people. Congratulate them on a fine job they are doing based upon their recent sales numbers.

s 2-Sales
b Vice-Pres. & yourself

NOTE: You are **NOT** to respond to a **certified** message that will be sent at the end of the session.

VICE-PRESIDENT

Create a short memo announcing the arrival of a dignitary from a foreign country. This person wants a tour of the corporation on August 12, 19xx. **Ask for a reply** about some suggestions.

s President
c yourself

Create a short memo suggesting that the Board of Dir. consider a bonus for the President. The amount should be decided unanimously by all and fixed on the total sales to date. **Ask for a reply.** Then forward all replies to the Personnel Department Head.

s Board of Dir.
c yourself
b President
f replies to Personnel Dept. Head

Create a short memo announcing the forthcoming of a discount for service contracts on all printers and plotters. The Service dept. is responsible for the disbursement of this great news. **Ask them to reply to you.** The discount is to be 25% on any and all on-site contracts effective July 1, 19xx with no termination date as yet. Only the department heads should reply.

s All department heads only
c President & Vice-President
b Board of Directors

NOTE: You are **NOT** to respond to a **certified** message that will be sent at the end of the session.

BOARD OF DIRECTOR

Create a short memo stating your desire to increase the holdings of the company by recommending the sale of more stocks. Sale should begin July 1, 19xx, hopefully early enough to get the investor's vacation money. **Ask for a reply.**

s President, Vice-Pres., & Treasurer
c yourself

Create a short memo asking the other Board of Dir. to consider an additional pay raise for the laborers. Make the pay raise effective June 1, 19xx and suggest 4%. **Ask for a reply.** Then forward all replies to the President.

s Board of Dir.
c yourself
b President
f replies to President

Create a short memo to all employees, except President, Vice-Pres, and other Board of Director members, thanking them for a great year. Announce that some good news is forthcoming.

s All w/exceptions
c yourself
b Pres & Vice-Pres

TAKE A BREAK.

RESPOND TO ALL MAIL AS NEEDED.

Delete all mail AFTER you have completed the assignments above and on the cover page.

Send a message to the PRESIDENT and VICE-PRESIDENT **only** that you resign immediately. Send it **Certified.** Notice that when it is read you will get a response in your mailbox.

TREASURER

Create a short memo stating your desire to give cash bonuses to the department heads because of the great work they are producing within their departments. If approved, the pay date should be June 1, 19xx. **Ask for a reply.** Then forward your answer from the President to the Board of Directors.

s President & Vice-President
c yourself
f reply to Board of Directors

Create a short memo asking the Board of Dir. to review your attached spreadsheet (pretend) and reply by June 14, 19xx. Then forward all replies to the Sales Dept. Head.

s Board of Dir.
c yourself
b President
f replies to Sales Dept. Head

Create a short memo to all employees, except Pres., Vice-Pres. and Board of Dir., thanking them for a great year. Announce that some good news is forthcoming.

s All w/exceptions
c yourself
b Pres & Vice-Pres

TAKE A BREAK.

RESPOND TO ALL MAIL AS NEEDED.

Delete all mail AFTER you have completed the assignments above and on the cover page.

Send a message to the PRESIDENT and VICE-PRESIDENT **only** that you resign immediately. Send it **Certified**. Notice that when it is read you will get a response in your mailbox.

SALES 1

Create a short memo to the Treasurer to express your concern for a great job done and for working as a team. Ask about a rumor that you heard concerning some forthcoming good news.

s service employees
c Treasurer (your closest friend)

Create a short memo stating your desire to have an extra day added to the days-off. Make reference to your birthday being important and that you should be home enjoying it. If it occurs on a weekend then you get to select the Friday before or Monday after. **Ask for a reply** and then forward this reply to your fellow workers.

s President & Vice-Pres.
c yourself
f your fellow workers

Create a short memo to personnel asking for a clarification on your assigned sales goal for the current year. And, you need to know your current status. **Ask for a reply.** Send a blind copy to your department head.

s Personnel Department Head
c yourself
b your department head

TAKE A BREAK.

RESPOND TO ALL MAIL AS NEEDED.

Delete all mail AFTER you have completed the assignments above and on the cover page.

Send a message to the PRESIDENT and VICE-PRESIDENT **only** that you resign immediately. Send it **Certified**. Notice that when it is read you will get a response in your mailbox.

SALES 2

Create a short memo to personnel for assistance in getting promoted. You need specific instructions based upon your current status. **They should reply.** Send a blind copy to your department head.

s Personnel Department
b your department head

Create a short memo stating that your best customer, Mr. Wombly, has had a problem with the service department head, basically a bad attitude. He has told you personaly that if no change is made, his business will move to our competitor. Send this memo to the president and vice-president. **Ask for a reply** and then forward this reply to your fellow sales workers.

s President & Vice-Pres.
f your fellow sales workers

Create a short memo to the service employees thanking them for a great year working as a team. Announce that you heard a rumor that some good news is forthcoming.

s service employees
c yourself

TAKE A BREAK.

RESPOND TO ALL MAIL AS NEEDED.

Delete all mail AFTER you have completed the assignments above and on the cover page.

Send a message to the PRESIDENT and VICE-PRESIDENT **only** that you resign immediately. Send it **Certified**. Notice that when it is read you will get a response in your mailbox.

SALES 3

Create a short memo to your department head that your sales quota is too high and you are unhappy with the small territory you are assigned. Ask for more territory. **Ask for a reply** and then forward this reply to your favorite and most trustworthy sales worker.

s department head
f your fellow worker

Create a short memo to personnel for assistance in getting promoted. You need specific instructions based upon your current status. **They should reply.** Send a blind copy to your department head.

s Personnel Department
c your closest fellow employee
b your department head

Create a short memo to the Board of Directors concerning a new product that you feel the company could produce and sell. It has not been accepted by your fellow employees though. Ask them for direction. Also ask them what the forthcoming good news is.

s Board of Directors
c yourself

TAKE A BREAK.

RESPOND TO ALL MAIL AS NEEDED.

Delete all mail AFTER you have completed the assignments above and on the cover page.

Send a message to the PRESIDENT and VICE-PRESIDENT **only** that you resign immediately. Send it **Certified**. Notice that when it is read you will get a response in your mailbox.

SERVICE 1

Create a short memo to your department head complaining that your assigned service territory is too large. Suggest a split of your territory. **Ask for a reply** and then forward this reply to your favorite and most trustworthy service worker.

- s department head
- c yourself
- f your fellow worker

Create a short memo to personnel for assistance in getting promoted. You need specific instructions based upon your current status. **They should reply.** Send a blind copy to your department head.

- s Personnel Department
- b your department head

Create a short memo to the Board of Directors concerning a the receipt of bad parts. It has been a concern of yours for some time. Evidently the company manufacturing your parts are producing poor quality and your customers are complaining. Ask them for direction. Forward one of the replies to the other employees of the service department.

- s Board of Directors
- f service department employees

TAKE A BREAK.

RESPOND TO ALL MAIL AS NEEDED.

Delete all mail AFTER you have completed the assignments above and on the cover page.

Send a message to the PRESIDENT and VICE-PRESIDENT **only** that you resign immediately. Send it **Certified**. Notice that when it is read you will get a response in your mailbox.

SERVICE 2

Create a short memo to the Personnel Department Head stating your concern that there are too many service technicians on staff. Suggest that the last hired be laid off. **Ask for a reply.** Send a blind copy to your most trustworthy fellow service employee.

s Personnel Department Head
b a trustworthy fellow service employee

Create a short memo to your department head complaining that your assigned service territory is too small. Suggest your territory be combined with someone elses. **Ask for a reply** and then forward this reply to your favorite and most trustworthy service worker.

s department head
f your fellow worker

Create a short memo to the Board of Directors and the Treasurer expressing your concern of not being able to buy Class C stock. It has been a concern of yours for some time. Question why Class B stock, which has a lesser value, is only available to employees. Forward one of the replies to the other employees of the service department.

s Board of Directors and Treasurer
c yourself
f service department employees

TAKE A BREAK.

RESPOND TO ALL MAIL AS NEEDED.

Delete all mail AFTER you have completed the assignments above and on the cover page.

Send a message to the PRESIDENT and VICE-PRESIDENT **only** that you resign immediately. Send it **Certified.** Notice that when it is read you will get a response in your mailbox.

SERVICE 3

Create a short memo to your department head complaining that you want to be promoted to sales. You have been the best service employee for the last several years and are ready for sales. **Ask for a reply** and then forward this reply to your the Personnel Department Head.

s department head
f Personnel Department Head

Create a short memo to the Board of Directors expressing your desire to become a member of the board. Ask what it takes to get on the board. Forward one of the replies to your closest sales employee.

s Board of Directors
c Treasurer
f sales employee

Create a short memo to the Personnel Department Head stating your concern of some company personnel maters are being passed around the company by an employee in sales. **Ask what you should do.** Send a blind copy to your most trustworthy fellow service employee.

s Personnel Department Head
c yourself
b a trustworthy fellow service employee

TAKE A BREAK.

RESPOND TO ALL MAIL AS NEEDED.

Delete all mail AFTER you have completed the assignments above and on the cover page.

Send a message to the PRESIDENT and VICE-PRESIDENT **only** that you resign immediately. Send it **Certified**. Notice that when it is read you will get a response in your mailbox.

LABORER 1

Create a short message stating that you desire a better cafeteria and a more central location.

- s President
- c All Department Heads only
- b Vice-President

Create a short memo requesting a closer parking lot. Suggest getting rid of the football field and put a parking lot there. Then forward your answered reply from your department head to the other workers.

- s Board of Directors
- c Your department head
- b Other workers (not to include department heads)
- f other workers in labor department only

Create a memo to the Personnel Department Head and President that you want to report a case of fraud and waste of a department head.

- s Personnel Head & President
- b Vice-President
- c self

TAKE A BREAK.

RESPOND TO ALL MAIL AS NEEDED.

Delete all mail AFTER you have completed the assignments above and on the cover page.

Send a message to the PRESIDENT and VICE-PRESIDENT **only** that you resign immediately. Send it **Certified.** Notice that when it is read you will get a response in your mailbox.

LABORER 2

Create a short memo requesting a closer parking lot. Suggest getting rid of the football field and put a parking lot there. Ask for a reply. Forward one reply to the your fellow laborers and the sales and servicer workers.

- s Board of Directors
- c your department head
- b other laborers (not to include department head)
- f other laborers and sales and service workers

Create a memo to the Personnel Department Head and Vice-President that you want to suggest all male employees get paid "paternity" leave. This should be for only **spouses** and the spouse is not an employee of the company. Suggest a time limit for this leave.

- s Personnel Head & Vice-President
- b one of your trustworthy fellow laborers
- c self

Create a short message stating that you would like to have the post office, located in the lobby of the main building, opened for dependents of full-time employees.

- s President
- c All Department Heads only
- b Vice-President

TAKE A BREAK.

RESPOND TO ALL MAIL AS NEEDED.

Delete all mail AFTER you have completed the assignments above and on the cover page.

Send a message to the PRESIDENT and VICE-PRESIDENT **only** that you resign immediately. Send it **Certified.** Notice that when it is read you will get a response in your mailbox.

LABORER 3

Create a short message for the President stating that you would like to have the sales and service workers include the laborers in the Monday and Wednesday "company briefings." It appears that the laborers are not "part of the company." Forward your reply from the president to your fellow laborers.

- s President
- c All Department Heads only
- b Vice-President
- f other laborers

Create a memo to the Personnel Department Head and Vice-President that you want to report a case of fraud and waste of a department head.

- s Personnel Head & Vice-President
- b one of your trustworthy fellow laborers
- c self

Create a short memo requesting a closer parking lot. Suggest getting rid of the football field and put a parking lot there. Ask for a reply. Forward one reply to the your fellow laborers and the sales and servicer workers.

- s Board of Directors
- c your department head
- b other laborers (not to include department head)
- f other laborers and sales and service workers

TAKE A BREAK.

RESPOND TO ALL MAIL AS NEEDED.

Delete all mail AFTER you have completed the assignments above and on the cover page.

Send a message to the PRESIDENT and VICE-PRESIDENT **only** that you resign immediately. Send it **Certified.** Notice that when it is read you will get a response in your mailbox.

DEPARTMENT HEADS
(PERSONNEL, SALES, SERVICE, LABORERS)

Create a short memo to all of YOUR employees announcing a picnic for August 20, 19xx at 1500 hours in the picnic area. Ask for a reply.

s Your employees
c yourself and other department heads

Send a memo to the Board of Directors and the Treasurer announcing your desire to consolidate the two cafeterias in the complex. The central location should be on the 14th floor of Building 45. Then forward your answer from the Treasurer to the Department Heads.

s Board of Dir & Treasurer
c All laborers
f Department Heads

Be a whistle blower to the President about one of the other department heads.

s President
b Vice-President

TAKE A BREAK.

RESPOND TO ALL MAIL AS NEEDED.

Delete all mail AFTER you have completed the assignments above and on the cover page.

Send a message to the PRESIDENT and VICE-PRESIDENT **only** that you resign immediately. Send it **Certified**. Notice that when it is read you will get a response in your mailbox.

PERSONNEL 1

Create a short memo asking the department heads if they would like to get together for the celebration of a new client. State the date of two weeks from today at 2000 hours in the Antique room. **Ask for a reply.** Forward all replies to the Vice-Pres and your department head.

s Other department heads
f Vice-Pres, Personnel Dept. Head

Create a short memo to ask the Board of Dir. about having a luncheon in their honor. It is to be in the Omni Hotel one month from today at 1300 hours. Guests are permitted. **Ask for a reply** and count of how many will be attending.

s Board of Dir.
b your department head

Create a short memo to the laborers instructing them that they will be getting a special bonus (one-time), compliments of the President, of $400 payable on the day prior to Thanksgiving holiday. No reply is needed.

s Laborers
c yourself and Treasurer

TAKE A BREAK.

RESPOND TO ALL MAIL AS NEEDED.

Delete all mail AFTER you have completed the assignments above and on the cover page.

Send a message to the PRESIDENT and VICE-PRESIDENT **only** that you resign immediately. Send it **Certified.** Notice that when it is read you will get a response in your mailbox.

PERSONNEL 2

Create a short memo to the laborers (not the Labor Department Head) instructing them that they will be getting paid for what they produce and not for just showing up for work. This will begin in two months and hopefully is temporary. This is necessary to keep the company profitable for the next year. No reply is needed.

s Laborers
c Treasurer

Create a short memo informing the department heads that they will, beginning in three months, have reserved parking spots. **Ask them if they have a preference for a space.** Forward all replies to the Vice-Pres and your department head.

s Other department heads
c yourself
f Vice-Pres, Personnel Dept. Head

Create a short memo to invite the President to a luncheon to honor the years of service and dedication to the company. It is to be in the Omni Hotel two months from today at 1200 hours. Guests are permitted. **Ask for a reply** and count of how many will be attending.

s President
b your department head

TAKE A BREAK.

RESPOND TO ALL MAIL AS NEEDED.

Delete all mail AFTER you have completed the assignments above and on the cover page.

Send a message to the PRESIDENT and VICE-PRESIDENT **only** that you resign immediately. Send it **Certified.** Notice that when it is read you will get a response in your mailbox.

PERSONNEL 3

Create a short memo to the service workers (not the Service Department Head) instructing them that they will not be getting paid for mileage any more. This will begin in two months and hopefully is temporary. This is necessary to keep the company profitable for the next year. No reply is needed.

s service workers
c yourself

Create a short memo to invite the Vice-President to a luncheon to honor the years of service and dedication to the company. It is to be in the Omni Hotel two months from today at 1300 hours. Guests are permitted. **Ask for a reply** and count of how many will be attending.

s Vice-President
c yourself
b your department head

Create a short memo to all sales, service, and laborers (not including the department heads) informing them that there will be an "Employee of the Month" program. The winner for each month will have a reserved parking space. **Ask them if they have a preference for a space.** Forward all replies to the Vice-President and your department head.

s all workers except department heads
c yourself
f Vice-Pres, Personnel Department Head

TAKE A BREAK.

RESPOND TO ALL MAIL AS NEEDED.

Delete all mail AFTER you have completed the assignments above and on the cover page.

Send a message to the PRESIDENT and VICE-PRESIDENT **only** that you resign immediately. Send it **Certified**. Notice that when it is read you will get a response in your mailbox.

THOMAS NELSON COMMUNITY COLLEGE
CIS 137 - E-Mail and BBS
EXAM #1

PART 1 OF 2

Mark your answers on the SCANTRON form (**A** - True, **B** - False). The following questions are based upon your textbook readings and/or class discussions, labs, and projects.

1) E-Mail takes the third spot in LAN activity after sharing of printers and mainframe computer access.

2) E-Mail packages play no part in the process of removing the phone tag syndrome.

3) All E-Mail software is run from a file server.

4) E-Mail stores each user's messages on their local hard disk for the server to access when mail is ready to be read by the receiver.

5) Room 134 is attached to a Novell network.

6) The hands-on E-Mail that you used in the classroom was by Da Vinci.

7) The Da Vinci E-Mail program does not permit multiple addressees.

8) To reply to an E-Mail message, the receiver must first print it.

9) Sending E-Mail using the blind copy feature permits the recipient to know the others who received the same E-Mail message.

10) Deleting E-Mail from the system frees disk space.

11) The evolution of E-Mail came from the caveman rock-dropping feature to the current technology, that all E-Mail systems have, of user friendly features using menu-driven software.

12) Most E-Mail packages will permit the creation, receipt of messages and support printing, reply, forwarding and deleting.

13) E-Mail can run on LAN systems.

14) Wang Office and IBM Profs are examples of E-Mail systems for mainframes/mini-computers.

There is more on the back!

15) The additional material for this class was taken from the PC World magazine.

16) The author of the **LAN E-MAIL SOFTWARE** article was Frank J. Derfler, Jr.

17) One feature of a Bulletin Board System is the ability to send and receive messages.

18) A password attached to an E-Mail message will assure the sender that the message sent will be secure and no one else will be able to read it but the receiver.

19) Emoticons are symbols that permit E-MAIL participants to express themselves electronically.

20) :-) sent with a message indicates that the sender is not happy.

This completes Part 1.
Read the following instructions for Part 2.

PART 2 OF 2

Part 2 will be completed on the computer using the E-Mail system that was used prior. Login to the network, launch the E-Mail program then send a message to your instructor that you are ready for Part 2.

Turn-in this paper and your SCANTRON sheet.
Begin part 2.

Note to instructor: This is the second part of Exam #1 for E-Mail and BBS. It is to be sent as a message to each student that request part 2 via E-Mail on the classroom system. The students will reply to this message. Upon receipt of the student reply, print this message and grade it accordingly. The answers can be found in the third chapter of the identified textbook or as noted. For your assistance, page numbers are presented in brackets for the answer to the respective question: 1) [58-59], 2) [graphics, spreadsheets, other text as ASCII, etc. Answers will vary depending on discussion of this topic in class.], 3) [66], 4) [66], 5) [67], 6) [54-57,69], 7) [68].

Part 2 of 2 -- to be sent via E-Mail upon request!

1) What does "wordwrap" mean and does it apply to E-Mail?

2) Name two types of attachments that would accompany E-Mail.

3) Killing a message is the same as _____ a message.

4) How can a person "yell" using E-Mail?

5) What is flame mail?

6) What is the difference between scanning and searching mail?

7) What do the following emoticons illustrate:

   #:-)

   @>-,-'----

   :-o

   :-(

THOMAS NELSON COMMUNITY COLLEGE
CIS 137 -- E-Mail and BBS
Lab assignment #2 - Practice login on local BBS

NAME: _____

You are to login to the local (TNCC) bulletin board system (BBS) as a new user. Register yourself on the BBS by answering the questions on the screen. Use your own name (no nicknames please) and address. Once you have completed the registration, send a message from the BBS to your instructor that you have completed the registration process.

Record your registration name here: _____

When you have completed the above, exit the BBS and return this paper to your instructor.

THOMAS NELSON COMMUNITY COLLEGE
CIS 137 -- E-Mail and BBS
Project #4 - Login to Jay's Jail BBS

NAME: _____

You are to login to Jay's Jail BBS. You will need at least a 2400 baud modem with 8-N-1 as settings. Telephone number is 874-6019.

Register yourself as a new user. Correctly identify yourself and answer all questions for the registration process. From the Message Menu, send a message to your instructor that you are now a member of this BBS.

Write the SYSOP(s) name(s):

While you are on the BBS, take a few minutes to get familiar with the menu selections. Answer the following questions.

1) Are there any menu selections that you can not access during your first login session? _____ If yes, list the menu selections that you can not access below:

If yes, why do you think they are disabled?

2) What keystrokes must you use to exit the BBS?

3) When you do exit (logout from) the BBS, how much time do you have left for this day? _____

4) Turn this paper in with your folder upon completion of this exercise.

THOMAS NELSON COMMUNITY COLLEGE
CIS 137 -- E-Mail and BBS
Lab assignment #3 - Install a modem

NAME: _____

Using the knowledge you obtained from your readings and class lecture, install your assigned modem and software. To test your success, dial into the TNCC BBS.

Configure your software to add this BBS to the list for future selection.

Call your instructor when you have completed this laboratory exercise.

THOMAS NELSON COMMUNITY COLLEGE
CIS 137 -- E-Mail and BBS
Project #5 - Login to CompuServe

NAME: _____

You will login to the commercial BBS called CompuServe. Perform the steps below and answer the questions.

Set your terminal to ANSI, with 7 bits, 1 stop bit, Even parity (7-E-1). To connect to CompuServe dial 888-2556. The Host Name is **CIS**, user id is **77770,101**, and the password is **FREE-DEMO**.

Use **M** for previous menu, **T** for beginning of the sampler, and **OFF** or **BYE** to disconnect.

Answer the following questions. They are presented in order of the demo. Each screen has a name which is presented below in parenthesis, for example (DEM-1) as noted in step 2 below.

1) Approximately how many members? _____

2) What are the initial menu choices (DEM-1)?

Select "Tour" from the menu.

3) What two services does CompuServe offer? _____ and _____

Select "continue the Tour" for the following screens until the tour ends, unless a question requires you to select otherwise.

4) Is CB Simulator an extra charge? _____

5) List 4 other features available:

_____

_____

_____

_____

6) How many entries on the "Sample Menus of the Service" are there? _____

LOOK, THERE IS MORE ON THE FLIP-SIDE ------>

7) Under "Find a Topic" search for the word **modem**. How many topics? _____

Select "What's New"

8) How many selections on the menu? _____

9) What is selection 2 from that menu? _____

10) Select 2 from the current menu and explain what it is.

Select "How to Become a Member"

11) How many selections? _____

12) What "Retail locations" listed are in our area?

_____

Type OFF or BYE at the ! prompt.

Return this sheet and your folder for credit.

THOMAS NELSON COMMUNITY COLLEGE
CIS 137 - E-MAIL & BBS
Exam #2

This was sent to Jay's Jail as a final exam. Fall 93.

1) What is telecommuting? How would a BBS support this concept?

2) List six purposes of a "super-BBS."

3) Identify 3 commercial BBS's & state what purpose they serve.

4) What components would be necessary to support the concept of "distance learning" offered via a BBS?

5) What is the program name that MS Windows uses as a communications interface?

6) What is the specialty that Jay's Jail supports?

7) In what section of the BBS (Jay's Jail) do you begin?

8) Why would you never share a phone line with a BBS?

9) What would be the purpose of a policy statement for a BBS? State three areas you would need in this statement.

10) Explain the difference between forums, conferences, and SIGs used on a BBS.

11) Using the Major BBS that you installed at TNCC, could the SYSOP use the board while someone else was using it?

12) What was the name of the software that accompanied your textbook? Can you use this to access a BBS? Can it be used to run a BBS?

THOMAS NELSON COMMUNITY COLLEGE
CIS 137 -- E-Mail and BBS
Project #6 - Install a Bulletin Board System

YOUR NAME: _____ Disk Number: _____

BBS NAME: _____

You will be installing a BBS. In your group you should decide who will work the keyboard initially. There are several steps with which you all should take part. You will be given a modem, applicable wires, a screwdriver, software, and a computer for this project. You will need approximately 2.5MB of hard disk space.

It is understood, as a statement of this class, that the software is NOT to be duplicated. Also, Do not disturb any other files on the computer.

You will need to leave the computer as you got it once this project is complete i.e. in operating order. You will not need any of your own materials for this project. Follow the steps below in order. Reference your Major BBS handout should you need further assistance. A copy of the software documentation is available from the instructor for use during this project.

Move quickly and enjoy. Again, work together. Don't have just one person do all the work.

1) Attach the modem to the computer using COM1 or COM2.

2) Make a subdirectory on the hard disk - MAJORBBS. Change the DOS default to this subdirectory.

3) Copy the Master BBS software disk to the MAJORBBS subdirectory.

4) Run the batch file called BBS.

5) Load the disk #1 or #2 as requested and respond 'Y' to all requests.

6) Take note of the "Starting Channel number" for SYSOP to use as the MAJOR BBS console. _____

7) Accept channel group #1 and #2 configurations. In otherwords, do not change these settings.

8) At the main menu, do the following:

a) Quick Configure:

(1) Your BBS name - _____

(2) Company - TNCC - Group #_____

(3) Address1 - CIS 137

(4) Address2 - 99 Thomas Nelson Drive

(5) City/State/Zip - Hampton, Virginia 23666

b) Configuration:

@ 2400 Baud Modem, set initial string, BB Main # 825-3580, 300 credits @ Main Menu, Live usage 825-3672, No Novell Netware Compat. needed.

Select the following as they are presented:

- Audit trail for each log on and log off and main menu selection.
- Output Audit trail to Remote Sysop
- Use Alternate auto answer.
- Connect time charge = 0
- Charge for min. purchase = 0
- User's password cannot be "PASSWORD" or their user id
- Lifetime of an idle user = 120
- Charge 20 credits for each message
- Charge 10000 credits for uploading an attachment
- Charge live users for requesting a receipt = 0
- SIG default credit consumption rate/minute = 5
- 10 Credits for posting a SIG message
- 10000 credits for uploading a file to a SIG
- Max. length of teleconference message (char) = 512

9) Run BBS from the MAJORBBS directory.

10) Read your handout on the SYSOP feature.

11) Run your BBS from the main menu - GO

12) Login as a SYSOP by following the steps below:

    a) Select Emulate - PF7

    b) Channel _____ (see step 6 above)

    c) Logon as SYSOP

    d) Enter the SYSOP password

    e) Read the mail

    f) Exit and logoff

    g) Press ESC for RESET

13) Attach the telephone line

14) Login as a user

15) Demonstrate to your instructor.

16) Kill your BBS from the menu.

17) Exit.

18) After your instructor approves of your progress, remove the modem, and delete all files from the hard disk. Re-boot the computer and verify that it operates as it was prior to this project.

19) Place your assignment sheets and the Major BBS handout in your folder and turn in to your instructor prior to leaving.

THE END

THOMAS NELSON COMMUNITY COLLEGE
CIS 137 - E-MAIL & BBS
FINAL EXAM -- Online Version
Bulletin Board Systems

This exam is to be sent to the BBS used in the classroom for online, out-of-class access.

1) What is the biggest problem with setting up your own BBS, according to your textbook?

2) List six things you need to consider when deciding to operate a BBS.

3) What is a **gigabyte** and when would it be used?

4) List four things you need to know in selecting a modem.

5) Why would you never share a personal telephone line with a BBS?

6) What must you require first time users of a BBS to do?

7) What is important about establishing a BBS policy?

8) If you were to charge a user for access to your BBS, how would you collect the fees and how would they be determined?

9) What are hackers? How can they be controlled?

10) What policy would be used to backup your BBS?

11) What legal considerations need to be examined when operating a BBS?

12) What effect would changes in telephone rates have on a BBS?

13) Who made the statement "We'll make more contacts, faster, briefer, with the right people."?

14) Who is Steve Case and how has he influenced BBSs?

15) What is multi-tasking and how can it effect a BBS?

16) How was user access time determined or limited using the **Major BBS** that you installed in the classroom?

Answers to this test are due no later than 7:00PM Monday, October 18, 1993.